

FFY 2015 State Plan Attachment 4.2(c) Summary of Input and Recommendations of the State Rehabilitation Council; Response of Designated State Unit; and Explanation of Input or Recommendations

This report is required annually by all agencies except those agencies that are independent consumer-controlled commissions.

The Washington State Rehabilitation Council (WSRC) met on a quarterly basis during the reporting period. Customer forums were held at each WSRC meeting to obtain direct customer input at the local level. Local DSHS/DVR staff and the DSHS/DVR Director joined us at each quarterly meeting. The WSRC continues to advise DSHS/DVR on a variety of issues.

WSRC Recommendations for fiscal year 2014:

1. We recommend that leadership use the State Plan as a living document that guides the agency in its decision-making process, as a useful tool to help VR staff in their daily decision making.
 - a. DSHS/DVR has regularly scheduled meetings throughout the year to review, evaluate, and make adjustments to the State Plan goals and objectives.
 - b. DSHS/DVR implement a system of feedback to the field on plan progress.
 - c. State Plan measurement outcomes on goals and objectives will be provided to the WSRC at each quarterly meeting.

DSHS/DVR Response:

DSHS/DVR attempted to implement the 2014 State Plan as a "living document" but was not as successful as intended. The State Plan goals, priorities and strategies served as primary activities that guided decision-making throughout the year. However, a system of regular meetings and feedback that tracked the measurement of outcomes was not fully implemented. DSHS/DVR leadership remains committed to fulfilling this WSRC recommendation during implementation of the 2015 State Plan by providing regular quarterly progress reports.

2. From 2009 until 2013 DSHS/DVR had an interim Director. This interim director is now the permanent Director. Having an interim director for this length of time communicated an implied message to the staff about the limited value of the agency. Now that Mr. Aguirre is the permanent Director we expect him to provide the strong leadership and direction the agency needs to be successful.
 - a. Create a system that clearly communicates the mission to all DSHS/DVR staff using measurable outcomes that track how the mission is being implemented in the field.

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- b. The DSHS/DVR Director will fill the vacancies in key leadership positions.

DSHS/DVR Response:

a. The DSHS/DVR Director sends a weekly electronic message to DSHS/DVR staff that is intended to communicate the mission and outcomes being implemented in the field. This is augmented by an online performance dashboard that shows DSHS/DVR outcomes, including progress on federal Standards and Indicators, which is available to all DSHS/DVR staff.

a.b. During the past year, there have been two key leadership vacancies on the on the DSHS Senior Leadership Team which included the Chief of Field Services (CFS) position and Area 2 Manager (AM) position. The DSHS/DVR Director appointed a permanent CFS in March 2014. The CFS is now recruiting for a permanent AM in Area 2 (an interim appointee remains in place until a permanent appointment is made). Other key leadership positions that are currently vacant include three VR Statewide Program Manager positions, two VR Program Specialist positions, and two VR Supervisor positions. All of these vacancies will be filled and are in varying stages of recruitment at the time of this writing. It is expected that future key leadership vacancies will be regularly filled as they occur.

3. The WSRC wants to ensure that DSHS/DVR (Designated State Unit) maintain its autonomy by having a direct line of communication between the DSHS/DVR Director and the Secretary of the Department of Social and Health Services (Designated State Agency). The DSHS/DVR Director will report back at each quarterly WSRC meetings how this is being implemented.

DSHS/DVR Response:

The DSHS/DVR Director reports on this item at each WSRC meeting along with other matters of interest to the Council.

4. DSHS/DVR will complete the corrective actions given by Rehabilitation Services Administration and report progress on those at quarterly WSRC meetings.

DSHS/DVR Response:

The DSHS/DVR Director has periodically updated the WSRC on development and implementation of the corrective action plan that is underway in response to the 2013

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Section 107 Review that was conducted by RSA. Progress has been reported as is it occurs.

This concludes Attachment 4.2(c) Summary of Input and Recommendations of the State Rehabilitation Council; Response of Designated State Unit; and Explanation of Input or Recommendations.

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